

## Professions/Occupations/Entities Regulated

Acupuncturists  
Adult Use Cannabis Dispensaries  
Architects  
Athlete Agents  
Athletic Trainers  
Audiologists  
Barbers  
Barber and Cosmetology Salons/Shops  
Canine Handlers  
Cemeteries/Cemetery Managers  
Cemetery Oversight  
Chiropractors  
Collection Agencies  
Controlled Substance Licenses  
Cosmetologists  
Dentists & Dental Hygienists  
Detection of Deception Examiners  
Dietitian Nutritionists  
Electrologists  
Environmental Health Practitioners  
Estheticians  
Fingerprint Vendor Agencies  
Firearm Instructors  
Funeral Directors & Embalmers  
Geologists  
Genetic Counselors  
Hair Braiders  
Home Medical Equipment & Service Provider  
Humane Euthanasian Technicians & Agencies  
Interior Designers/Registered Interior Designers  
Landscape Architects  
Land Surveyors  
Limited Liability Companies  
Locksmiths & Agencies  
Mail Order Ophthalmic Providers  
Marriage & Family Therapists  
Massage Therapists  
Medical Cannabis Dispensaries  
Medical Corporations  
Nail Technicians  
Naprpaths  
Nurses (LPN, RN, APN, and APRN)  
Nursing Home Administrators  
Occupational Therapists & Occupational Assts.

Optometrists  
Orthotists, Prosthetists, and Pedorthists  
Permanent Employee Registration Card  
Perfusionists  
Pharmacists, Pharmacies, & Pharmacy Technicians  
Physical Therapists  
Physicians & Surgeons  
Physician Assistants  
Podiatric Physicians  
Private Alarm Contractors & Agencies  
Private Detectives & Agencies  
Private Security Contractors & Agencies  
Professional Boxing & Mixed Martial Arts  
Professional Counselors (Licensed & Licensed Clinical)  
Professional Engineers  
Professional Service Corporations  
Psychologists (Clinical & Prescribing)  
Public Accountants  
Respiratory Care Practitioners  
Roofing Contractors  
Shorthand Reporters  
Sex Offender Evaluators  
Social Workers (Licensed & Licensed Clinical)  
Speech-Language Pathologists & Assts.  
Structural Engineers  
Surgical Assistants  
Surgical Technologists  
Veterinarians & Certified Veterinary Technicians  
Wholesale Drug Distributors

### Enforcement, Complaints, and Investigations

555 West Monroe Street - Suite 500


Chicago, Illinois 60661

General Assistance: 1-888-473-4858

<https://idfpr.illinois.gov>

TTY Line: 1-866-325-4949

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State of Illinois  
Illinois Department of Financial  
and Professional Regulation

## Filing a Complaint Against a *Licensee*



Division of  
Professional  
Regulation



**IDFPR**

Illinois Department of  
Financial and Professional Regulation

## How to File a Complaint Against a Licensee

If you wish to file a complaint against any individual or entity regulated by the Division of Professional Regulation, you may either use the Department's [online complaint portal](#) or by completing the [DPR Complaint Intake Report](#) and mailing it to the Division's Complaint Intake Unit in our Chicago office.

When submitting a written complaint, please be as detailed as possible. Include your name, address, and telephone number so the Division can contact you if necessary. All complaints will be promptly forwarded to a Division investigator.

### Anonymous Complaints

It is especially important to be as detailed as possible when submitting a complaint against a licensee if you decide to do so anonymously. While anonymous complaints receive the same amount of consideration as any other complaint, successful investigations and prosecutions are more challenging since most cases rely upon an identifiable complainant or witness.

### Updates of Case Progress

A complainant receives an acknowledgment letter indicating the complaint was received and provides a case number the complainant must refer to in any subsequent correspondence or telephone calls. Confidentiality laws may prevent the Department from providing updates while the proceeding is pending or from disclosing the outcome of a case if no discipline is taken.

## Unlicensed Practice and Criminal Violations

Complaints of unlicensed practice are investigated to the extent of any other complaint. The Director of the Division of Professional Regulation may issue a cease and desist order, and may also order civil penalties against the individual who is practicing without a license. Unlicensed practice cases can, in some instances, be forwarded to the Illinois Attorney General or a county state's attorney for criminal prosecution.

In addition, the Division will refer cases that appear to involve criminal activities to the proper law enforcement agency. Criminal violations that may be revealed in complaints include unlicensed practice of various professions, theft, forgery, unlawful use of weapons, diversion of controlled substances for illegal use, and other related offenses.

### Investigation and Prosecution

When a complaint is received from the public, it is promptly assigned to a Division investigator. The investigator is responsible for investigating the complainant's allegations. If the investigation did not yield sufficient evidence to support a license violation, the case may be closed in consultation with the unit chief, lead investigator, coordinator, and/or board member of the particular profession. If the case is not closed, it is referred to a prosecuting attorney.

Cases referred to a prosecuting attorney may be more fully investigated with a focus toward filing an enforcement action against the licensee for specific violations. If the prosecutor concludes that the case has been thoroughly investigated and there is insufficient evidence supporting the complaint, the investigative file is closed.

However, if the prosecutor finds evidence which indicates there has been a violation of the licensing statute, an enforcement action can be filed. Depending upon the circumstances of the case, the Division and the licensee may enter into a negotiated agreement regarding the level of discipline to be imposed upon the licensee. The agreement may also need to be approved by a member of the respective professional board or committee. The agreement would then be presented to the Director of the Division for consideration and approval.

In instances where an agreement cannot be reached, a formal disciplinary hearing is necessary. The hearing is held before an administrative law judge. The hearing is an administrative law proceeding conducted pursuant to the Illinois Civil Administrative Code and other relevant statutes and rules.

After the hearing, the administrative law judge presents the appropriate board or committee with a report detailing any violations of the law. The board or committee will then issue its findings, conclusions, and recommendations to the Director for a final decision.

Disciplinary action may include revocation, suspension, probation, or reprimand of a license. The license may also be ordered to remain in good standing. In addition, Illinois law also allows for the imposition of fines for any of the professions regulated by the Division.

Following a final decision by the Director, the licensee has 35 days to make an appeal in circuit court under the Illinois Administrative Review Law. Formal disciplinary action against a licensee may be viewed on the Department's License Look-up.